

Role Details	
<b>Job Profile:</b>	<b>Hires and Events Assistant</b>
<b>Department:</b>	Commercial and Retail
<b>Hours:</b>	35 hours per week including regular evening and weekend work
<b>Working Pattern:</b>	5 days from 7, event dependent
<b>Salary:</b>	£23,244
<b>Contract Type:</b>	3 years fixed term
<b>Reporting to:</b>	Commercial and Retail Manager
<b>Direct Reports:</b>	N/A
<b>Location:</b>	Dundee Contemporary Arts (DCA)

The Role	
<b>Job Purpose:</b>	<p>DCA is a cultural and social hub in the heart of Dundee and hosts and supports a wide range of events, including conferences, receptions, away days, dinners, talks and workshops, with clients including charities, arts and cultural organisations, corporate business and higher and further education institutions.</p> <p>Our events play a significant role in generating income for DCA, playing an important part in our commercial activities, contributing to our sustainability and help to support DCA's creative programmes.</p> <p>The Hires and Events Assistant will assist and support with the coordination of external hires and events, ensuring our partners, audiences and customers receive outstanding service.</p> <p>Reporting to the Commercial and Retail Manager, this role will support on all areas of planning and delivering our busy events and hires booked by external stakeholders. This person will be part of the Commercial and Retail team, working closely with colleagues in other teams, particularly Cinema and Jute Café Bar, who cater our hires and events.</p> <p>We're looking for someone who loves events, is passionate about customer service, can work well as part of a team, and is well organised.</p>
<b>Key Outputs &amp; Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Support communications with clients and partners wishing to book a hire or event at DCA</li> <li>• Build good relations with all hirers to encourage return visits and loyalty</li> </ul>

	<ul style="list-style-type: none"> <li>• Help administer the hire and event process, coordinating catering, communicating with visitor services about any necessary staffing or ticketing, and ensuring necessary resources and equipment is available</li> <li>• Work with DCA's Communications team, as directed by the Commercial and Retail Manager, to market and promote DCA's spaces for hire, as well as explore new potential partnerships</li> <li>• Help schedule and manage bookings on DCA's venue management system (training provided)</li> <li>• Collate feedback from hirers into reports as required</li> <li>• Support the Commercial &amp; Retail Manager and Hires &amp; Events Coordinator with any necessary health and safety administration,</li> <li>• Ensure DCA's health and safety policies and procedures are adhered to</li> <li>• Ensure in-house resources are booked and deployed appropriately to deliver the events program</li> <li>• Ensure all communications within the team and with wider DCA staff and partners is prompt and in line with events processes</li> <li>• Support the practical delivery of events and co-ordinate scheduling with the Hires &amp; Events Co-ordinator and Commercial &amp; Retail Manager</li> <li>• Provide on-the-day support and technical assistance to hirers, partners and DCA Staff as required</li> <li>• Where appropriate, lead on the delivery of single-space hires and selected internal bookings and act as the main point of contact for the hire client in these cases</li> <li>• Attend and contribute to DCA events meetings as needed</li> <li>• Act as a First Aider for DCA (training will be provided)</li> <li>• Any other duties as can be reasonably expected</li> </ul>
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Person Specification	
<b>Essential:</b>	<p>The post requires a responsible, organised individual, with a passion for events, event management, and customer service.</p> <ul style="list-style-type: none"> <li>• 2 years demonstrable experience in an event assistance, visitor service or customer service role</li> <li>• High levels of personal presentation and customer service</li> <li>• Able to work well and communicate in a friendly and efficient manner with a diverse range of people</li> <li>• Strong organisational and administrative abilities, able to meet deadlines and raise issues as they arise</li> <li>• Ability to manage time carefully and schedule priorities</li> <li>• Excellent team worker, also able to work independently with self-motivation</li> <li>• Able to review and reflect on work, continuously seeking to improve delivery, processes and experiences</li> <li>• A willingness to learn more about event management and delivery</li> </ul>

	<ul style="list-style-type: none"><li>• Capable of using IT such as MS Office suite, with training on event management software made available</li><li>• Capable of troubleshooting hybrid conferencing systems, with training on DCA systems available</li></ul>
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**Please note we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.**

**The job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the role.**

#### **How your information will be used**

In order to progress your application, for administrative purposes, DCA will record, keep and hold the personal data which you have provided in this application stored in our HR files. Your data will not be transferred to any third parties outside of DCA. If you are successful DCA will retain this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event your application is unsuccessful, we will hold the application and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it. If you have any questions about DCA's use of data please contact us.